

# SANDGATE HOME ASSIST



HAS HERALD

January—March 2023

## WELCOME TO 2023

We trust that you have had a enjoyable Christmas and New Year. We look forward to helping you throughout the coming year ahead.

## EFTPOS TERMINALS

A reminder that we now have Eftpos Terminals! This is a great way to pay for the work you have had completed and will reduce the amount of cash you need in your home. This is our preferred method of payment and we thank you for your willingness to try something new!

## A MESSAGE FROM OUR BOOK KEEPER

If you would like to submit a copy of your invoice via email, please email our accounts department directly on [accounts@homeassistservices.com.au](mailto:accounts@homeassistservices.com.au). Could you please only submit your invoice once to the office, we will respond that we have received it.

A reminder if you are paying your account via bank transfer, please ensure you include your name and invoice number. This helps us to identify who the payment should be allocated to.

## CLIENT UPDATES

Our AGM will be held on Tuesday 14th February and this year we will be holding regular communication sessions throughout the year. These will be more frequent, smaller forums and our first 2 will be held on Thursday 20th April and Thursday 20th July. Please call the office if you would like to come along, we will hold more if there is enough interest!



*"Security,  
Safety &  
Support  
in your home"*

## In This Issue

- Eftpos Terminal
- Accounts reminder
- Bus Trips for 2023
- Client Updates
- No Interest Loans
- Seniors Enquiry Line
- Women's Legal Service
- Client Information



58 Rainbow St, Sandgate QLD

## WEBSITE

**SUBMIT  
YOUR  
JOB  
REQUEST**

We have a new form you can submit a job request to us by using our website at a time that suits you! Simply fill in the form and we will enter your request.

[www.homeassistservices.com.au](http://www.homeassistservices.com.au)

**IMPORTANT  
DATES**

## Public Holidays—Office Closed

- 26th January - Australia Day
- 7th April - Good Friday
- 10th April - Easter Monday

## Bus Trip—Wolston House

- Thursday 23rd February

# BUS TRIPS 2023

## Thursday 23rd February - Wolston Farmhouse

Hidden in Brisbane's outer suburbs is a nineteenth century rural gem known as Wolston Farmhouse. Here we step back in time to the 1920s and 30s, to a time when Wolston was a social hub for the local community. There is plenty of scope for reminiscing as you wander through the house, furnished with early Australian furniture, appreciating the comfortable rural lifestyle of previous owners.

Cost \$57 per person. Fare includes morning tea, guided tour and buffet lunch



## Wednesday 31st May - Hidden Gems of Kilcoy



Sit back and relax as we learn about the township of Kilcoy, situated in the Somerset Valley Wine Region and hear the story behind the legend of the Yowie. Go behind the shop facades into the 'back' streets and hear of its colourful history and how the buildings of yesteryear have been given a new lease of life. Continue on to the Woongooroo Estate where the enjoyment continues with wine tasting, a vineyard tour, lunch, bush poetry and singing.

Cost \$60 per person. Fare includes morning tea, tours and lunch.

## Tuesday 19th September - Stradbroke Island

Enjoy this North Stradbroke Island tour, crossing Moreton Bay Marine National Park by car ferry to Dunwich and then scenic touring to Point Lookout and Cylinder Beach. Spend time at Gorges Boardwalk where the clear waters make it easy to spot marine life including turtles, dolphins and manta ray and hopefully whales passing by. After lunch visit the Stradbroke Island Historical Museum before returning to the mainland.

Cost \$65 per person. Morning tea, ferry, touring and lunch are included



Please contact our office to RSVP. PH:3869 1000

No refunds 7 days prior to trip

# Client Information

## CLIENT UPDATE

Please advise the office if any of your contact or bank account details have changed. It is faster and less expensive to send invitations and information to you by email, so please let us know if you have an email account.

Should you have any special requirements or needs, please let the office know. We are committed to helping all of our diverse clients and respect your backgrounds and experiences. We are happy to consider all of your requests.

## CLIENT COMPLAINTS

We like to know what you think about the services we provide and encourage you to contact us when you have any compliments, complaints or concerns about our service. We will treat all enquiries in the strictest of confidence. If you wish, you may use a friend, relative, advocate or an interpreter to help you. It is as easy as a phone call to 3869 1000. Sandgate and District Home Assist Secure has adopted the following steps to resolve any issues that may arise:

STEP 1 - You can lodge a complaint either verbally or in written form. You can do this in person, by telephone, by post or by electronic means i.e. email.

STEP 2 - The manager Kelly will contact all parties and investigate the matter fully. A representative of the Management Committee may investigate the complaint in some circumstances.

STEP 3 - If the issue cannot be resolved to your full satisfaction, you will be asked to put the complaint in writing if original complaint was made verbally. All details will be presented to the members of the Management Committee for resolution. The Chairperson or his/her nominee will further investigate the issue and report back to the Committee.

STEP 4 - If the issue cannot be resolved by the Committee, to your full satisfaction, then the matter may be referred to the Department of Health and Aged Care for CHSP clients and the Department of Housing and Public Works for HAS clients.

We are committed to business improvement and providing a great service so you can continue to choose us. Please let us know about any problems so we can grow and improve our service

## AGED CARE QUALITY & SAFETY COMMISSION

The Aged Care Quality & Safety Commission provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government. You can contact them directly and provide feedback about our service. The website has some useful information and their contact details are:

Website - [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au) Phone – 1800 951 822



Women's Legal Service Queensland (WLSQ) is a for-purpose organisation providing free legal advice and other key supporting services; accessed through a variety of pathways. Services are provided through dedicated staff and volunteers (network).

Their expertise is legal and social issues affecting women, and are committed to creating a society in which every woman:

- can live free from violence and discrimination
- can tell her story, have it heard and respected, without judgement
- receives a just and equitable outcome from legal and social systems.:

For more information call Statewide Legal Advice Helpline, 1800 957 957 Monday—Friday 9am—3pm

---



When you don't know who to call, the Seniors Enquiry Line can provide you with free and confidential information and referrals on any topic including: home help, concessions, finance, legal, social/leisure, health, computers, transport etc. You simply ring them on the telephone and talk to a real person with not question too big or too small. They are available week days from 9.00 a.m. to 5.00 p.m. Contact details are:

Telephone 1300 135 500

TTY Hearing Impaired Service 3250 1928

Website: [www.seniorsenquiryline.com.au](http://www.seniorsenquiryline.com.au)

---

## NO INTEREST LOANS

The No Interest Loan Scheme (NILS) is a community credit program as one loan is repaid another loan can be given out. The NILS scheme will lend up to \$2000 to low income earners with repayments from \$35 per fortnight. This is for the purchase of essential goods and services, such as white goods (refrigerators, washing machines), medical/dental services, car registration (six months) and other household items.

For more information contact St Vincent de Paul Society—1800 846 643



**Vinnies NILS**  
*a Special Work of the St Vincent de Paul Society*

## Contact Us

Contact us for more information about our services:

**Sandgate Home Assist**  
58 Rainbow St  
Sandgate QLD 4017

(07) 3869 1000

[admin@homeassistservices.com.au](mailto:admin@homeassistservices.com.au)

Visit us on the web at  
[www.homeassistservices.com.au](http://www.homeassistservices.com.au)

Office hours Monday - Friday 8:00 - 4:00pm



Find us on:  
**facebook®**